GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:195
ANSWERED ON:19.07.2004
CONSUMER PROTECTION COUNCILS
Rawat Prof. Rasa Singh

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the responsibilities assigned to the consumer Protection Councils;

(b) whether these Councils have been able to protect the rights of the consumers;

(c) if not, the reasons therefor;

(d) the steps taken to make them more effective;

(e) the details of the action plan proposed to be introduced as an alternative mechanism;

(f) whether Consumer Protection Councils have been set up in all the States; and

(g) if not, the reasons therefor?

Answer

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a) to (g): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN PARTS (a) TO (g) OF REPLY TO LOK SABHA STARRED QUESTION NO. 195 FOR 19/7/2004 REGARDING CONSUMER PROTECTION COUNCILS

(a) : The objective of the Consumer Protection Councils is to promote and protect the rights of the consumers, such as;

(a) the right to be protected against the marketing of goods and services which are hazardous to life and property;

(b) the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be so as to protect the consumer against unfair trade practices;

(c) The right to be assured, wherever possible, access to a variety of goods and services at competitive prices;

(d) the right to be heard and to be assured that consumer`s interests will receive due consideration at appropriate forums;

(e) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and

(f) the right to consumer education.

(b) & (c): The recommendations of the Councils are recommendatory in nature. The Central Consumer Protection Council made several important recommendations which become the basis for the amendments of the Consumer Protection Act, 1986 in the years 1991, 1993 and 2002. Their recommendations are also taken into consideration in making consumer related policy decisions.

(d) : In the recent amendments of the Consumer Protection Act, 1986 made in the year 2002, following provisions relating to the Councils have been made;

(i) The constitution of Consumer Protection Councils have been made compulsory.

(ii) The Central Govt. can nominate up to ten officials or non-officials in the State Councils.

(iii) The Councils are now also to be constituted at the district level chaired by the District Collector.

(e) : There is no proposal to introduce an alternate mechanism.

(f) & (g): The State Consumer Protection Councils have been set up in each State. The provisions to set up Councils at district level came into force from 15.3.2003. All the States have initiated the process and many of them have constituted the District Councils.